



eZ-Audit Deliverable 116.6.4a

Production Support Performance Report - January

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Overall Status



Major Accomplishments (for period)

- Initiated Production Support Team activities under new task order 116 (Mod 5)
- Gained required access to eZ-Audit SIR tracking database for Production Support Team Members
- Provided updates to Client eZ-Audit Leadership on existing SIRs and SIRs logged during January
- Logged 12 SIRs during the month of January
- Resolved 3 SIRs during Month of January
- Coordinated eZ-Audit updates required to coincide with the VDC's Upgrade from Websphere 4.0 to 5.0

Upcoming Activities (next period)

- All remaining Level 1 and 2 SIRs will be resolved
- Continue work on Level 3 SIRs
- Production Stabilization for Release 2 will be a focus for February

Major Risks



<i>Risk</i>	<i>On Point</i>	<i>Mitigating Actions</i>	<i>Impact on Cost and/or Schedule</i>	<i>Status</i>
None to report for this period				

Government & Program Dependencies



<i>Dependency</i>	<i>On Point</i>	<i>Target Date</i>	<i>Impact on Cost and/or Schedule</i>	<i>Status Comments</i>
Require Hardware and System Access for Production Support Team Technical Analyst	Steve Jarboe	1/30/04	Impact: Low	The hardware has been requested and should be received by 1/30/04

Upcoming Events and Key Milestones



DATE	EVENTS AND KEY MILESTONES
2/06/04	Deliverable 116.6.2 is due on 2/6/04. Updates required to documentation, related to Production Support activities, must be incorporated.
February	Beyond eZ-Audit Release 2, and through February, production stabilization will be the Team's primary Focus.



Appendices

- System Availability Report**
- Detailed SIR Tracking Report**
- Production Issues**
- Enhancement Actions & Decisions**

System Availability Report



Availability for the period is 100%

Detailed SIR Tracking Report



This table demonstrates the amount of time required to respond to and resolve all Level 1 SIRs.

Level 1 SIRs

SIR #	Date Logged	Date Resolved*
1005 - SSNs Inadvertently Posted by School - Remove Immediately	01/12/04 7:00 AM	01/22/04 2:00 PM
1018 - Report 11 times-out in the production environment	01/28/04 2:00 PM	TBD, not yet resolved
998 – Unable to Access FS Determination in Production	12/22/03 12:00 PM	TBD, not yet resolved

*Average resolution time was 10 days

Detailed SIR Tracking Report (contd.)



This table demonstrates the amount of time required to respond to and resolve all Level 2 SIRs from 01/01/2004

Level 2 SIRs

# of SIRs Logged	Resolved	Total Remaining	Other	Average Resolution Time
9	2	13	1*	35 days**

Remaining Level 2 SIRs and date logged:

1019: The ACN calculation for the ending year of the audit is incorrect 01/28/2004
1017: Password Change: Email is received from incorrect address 01/23/2004
1016: User is unable to view attachment after uploading document 01/23/2004
1015: User is unable to upload attachment 01/23/2004
1012: Unable to access Score Calculation link on Financial Statement QC Page 01/20/2004
1011: PEPS Total and Consecutive Years data discrepancy
1008: Executive Summary Report - Missing Info 01/15/2004
 995: eZ-Audit not recognizing group end date in PEPS 12/22/2003
 983: FA user receiving error page when selecting to Create Determination for FS 12/04/2003
 975: Resolution Due Date displaying incorrect value on In Process FS Report 11/21/2003
 973: DDIF - "Revision Begin Date" and "Assign Date" have incorrect values 11/20/2003
 971: FSA user unable to view "opinion type" on read-only FS Info Page 11/19/2003
 954: School user unable to view uploaded PDF 10/06/2003

*One SIR, 1006, was rejected.

** One resolved SIR, 970, was handled in a timely manner but was not formally tested and closed in the tool for an extended period which drove up the average resolution time.

Detailed SIR Tracking Report (contd.)



This tables demonstrates the amount of time required to respond to and resolve all Level 3 SIRs from 01/01/2004

Level 3 SIRs

# of SIRs Logged	Resolved	Total Remaining	Other	Average Resolution Time
1	0	9	0	N/A

Remaining Level 3 SIRs
and date logged:

1014: Update drop-down boxes for "Administrative Stay Reason" 01/23/2004

1001: User receiving system edit checks upon send to CTL when only reason for flagging is Change in Auditor 12/30/2003

992: Reset Button not functioning on ACD page 12/10/2003

991: Unable to "stop" compliance audit administrative stay/no res date update 12/10/2003

990: Profile Page-
Error displayed if attempting to save with no first name, last name, or phone # 12/10/2003

974: School attachments not retained for Incomplete Submissions 11/21/2003

972: DDIF- Add Ins Name and OPEID to the Printer Friendly Version of the Page 11/20/2003

956: Update QC values to reflect 10/03/2003

906:Error message occurred when user tried to add a note containing more than 3500
Characters 12/28/2003

Detailed SIR Tracking Report (contd.)



This table demonstrates the amount of time required to respond to and resolve all Level 4 SIRs from 01/01/2004

Level 4 SIRs

# of SIRs Logged	Resolved	Total Remaining	Other	Average Resolution Time
0	0	4	0	N/A

Remaining Level 4 SIRs
and date logged:

944: Manage Auditor Info - Make State a Dropdown 09/23/2003

924: Submission/Resubmission Date Display on Submission Summary 09/08/2003

898: Add "Distribution to Shareholders" to Prop IS 08/15/2004

896: Add Sort on Screener Queue 08/15/2003

Production Issues



Production Issues

Issue: PEPS File Transfer Failure:

- Description: The (inaugural, post-Webshpere 5.0 upgrade) transfer of the daily PEPS file from EAI to eZ-Audit failed on 1/20/04. It appears to have been a permissions problem.
- Status: Issue was initially mitigated by manually transferring the PEPS file until the permissions issue was fully resolved on 1/23.

Issue: Websphere 5.0 Upgrade delays at the VDC

- Description: During the VDC's Webshpere 5.0 upgrade, eZ-Audit's corresponding scheduled changes were not implemented on the planned date due to the VDC's need to delay their upgrade.
- The 5.0 upgrade has now been completed and eZ-Audit's corresponding changes have been successfully migrated to production.

Enhancement Actions and Decisions



Enhancement Tasks

- None to report for this period